

Appl. No. 09/756,471

Reply to Examiner's Action dated December 15, 2005

IN THE CLAIMS:

1. (Currently Amended) A customer communication service system, comprising:
a call processing network having an interface connected to a telephone network and
having a workflow manager connected to a global data communications network, said workflow
manager receiving a customer media event, identifying attributes, and associating values
therewith;

a database associated with said workflow manager, said database containing available
agent attributes for associating attributes of said media event with said agent attributes for a the
purpose of associating an available agent with a customer media event;

means for connecting geographically distributed agent communications from multiple call
center sites to said call processing network; and

means for connecting web client communications to said call processing network by
voice and at least one other means selected from the group consisting of e-mail message
transmission means, chat message transmission means, facsimile transmission means, digital
video transmission means and digital voice transmission means.

2. (Previously Presented) The customer communication service system as described
in Claim 1, wherein said interface comprises a Telephony Switching Apparatus switch connected
to said network for receiving voice client communications and telephony resource nodes
connected to said network for distributing said voice client communications to agents, said
Telephony Switching Apparatus switch coupled to said telephony resource nodes.

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3. (Canceled)

4. (Currently Amended) A customer communication service system, comprising:
a call processing network having an interface connected to a telephone network and
having a workflow manager connected to a global data communications network, said workflow
manager receiving a customer media event, identifying attributes, and associating values
therewith;

said call processing network further providing:

a) a shared disk cluster for storing data connected to cluster servers, said cluster
servers connected to a call processing network LAN;

b) telephony and real-time services server computers connected to said call
processing network LAN for providing voice processing service control, maintaining application
state, load sharing, redundancy and fault recovery;

c) said interface comprising a Telephony Switching Apparatus switch and
telephony resource nodes, said Telephony Switching Apparatus switch connected to a voice
communications network, telephony resource nodes, and said call processing network LAN, with
said telephony resource nodes connected to said voice communications network, the Telephony
Switching Apparatus switch, and the call processing network LAN;

d) a firewall connected between the global data communication network and
workflow management computer servers; and

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e) said workflow management computer servers connected to said firewall and said call processing network LAN, said workflow management computers managing workflow, receiving and distributing media events, and servicing client requests from the global data communications network;

a database associated with said workflow manager, said database containing available agent attributes for associating attributes of said media event with said agent attributes for the purpose of associating an available agent with a customer media event;

means for connecting geographically distributed agent communications from multiple call center sites to said call processing network; and

means for connecting web client communications to said call processing network by voice and at least one other means selected from the group consisting of e-mail message transmission means, chat message transmission means, facsimile transmission means, digital video transmission means and digital voice transmission means.

5. (Previously Presented) The customer communication service system as described in Claim 4, wherein said Telephony Switching Apparatus switch is connected to said voice communications network by a plurality of sharable voice trunk lines.

6. (Previously Presented) The customer communication service system as described in Claim 4, wherein said telephony resource nodes are connected to said voice communications network by a plurality of sharable voice trunk lines.

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7. (Previously Presented) The customer communication service system as described in Claim 4, wherein said Telephony Switching Apparatus switch is connected to said telephony resource nodes by a plurality of sharable voice trunk lines.

8. (Previously Presented) The customer communication service system as described in Claim 4, wherein each of said telephony resource nodes is connected by a voice recognition unit link.

9. (Previously Presented) The customer communication service system as described in Claim 4, wherein said telephony resource nodes are adapted to provide at least one function selected from the group consisting of playing recorded audio announcements to callers, collecting dual tone multi-frequency digit strings from callers, providing a voice over the Internet protocol connection to agents using a high bandwidth Internet connection, playing music to calls queued by an Telephony Switching Apparatus switch, collecting information from callers via speech recognition, providing callers with voice mail, or facsimile receipt and delivery.

10. (Previously Presented) The customer communication service system as described in Claim 4, wherein said telephony and real-time services server computers provide at least one function selected from the group consisting of real-time voice processing, maintaining application state, redundancy, load sharing, or fault recovery.

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11. (Previously Presented) The customer communication service system as described in Claim 4, wherein said workflow management computer servers are adapted to provide at least one function selected from the group consisting of provisioning system services, billing, accounting, web services, maintaining databases, or transferring client data to agents via the global data communications network.

12. (Previously Presented) The customer communication service system as described in Claim 1, further comprising a customer site comprising:

- a) a Telephony Switching Apparatus switch, connected to said telephone network, for connecting to said interface;
- b) means for connecting agent communications to said telephone network; and
- c) means for connecting agent communications to said global data communications network.

13. (Previously Presented) The customer communication service system as described in Claim 12, wherein said Telephony Switching Apparatus switch is connected to said telephone network by a plurality of sharable voice trunk lines.

14. (Previously Presented) The customer communication service system as described in Claim 1, further comprising a means for connecting a voice client to said telephone network is

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selected from the group consisting of a facsimile transmission means or a voice transmission means.

15. (Canceled)

16. (Previously Presented) The customer communication service system as described in Claim 1, wherein said global data communications network comprises the Internet.

17-37 (Canceled)

38. (Withdrawn) A customer communication workflow management system, comprising:

a workflow manager for receiving a customer media event, identifying attributes of said media event and associating values therewith; and

a database of available agent attributes associated with said workflow manager, said workflow manager associating attributes of said media event with said agent attributes for the purpose of associating an available agent with a customer media event.

39. (Withdrawn) The system as recited in Claim 38 further comprising said workflow manager receiving a plurality of media events.

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40. (Withdrawn) The system as recited in Claim 38 wherein said media event is selected from the group consisting of voice, voice mail, fax, email, on-line chat, self-help support, web-based support, Internet protocol telephony and video, and paper correspondence.

41. (Withdrawn) The system as recited in Claim 38 wherein said agent attributes are selected from the group consisting of availability, skill level, time since last call, seniority, and previous history with customer.